

**GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA**

UNSTARRED QUESTION NO:3657

ANSWERED ON:13.02.2014

CLEANLINESS AND SANITATION

M.Thambidurai Dr. ;Mala Rajya Laxmi Smt. Shah;Manian Shri O. S.;Shekhar Shri Neeraj;Singh Shri Yashvir

Will the Minister of RAILWAYS be pleased to state:

- (a) whether the Railways plan to appoint nodal officers in every railway division for cleanliness and sanitation and if so, the details thereof along with the duties entrusted to the nodal officers;
- (b) whether the Railways have any proposal for appointment of nodal officers in every division, if so, the details thereof and the time by which the said appointment will be made;
- (c) whether complaints with regard to lack of cleanliness in trains/railway stations are received, if so, the details thereof and action taken thereon;
- (d) whether any plan has been drawn to lodge complaints in trains/railway station and fixing of accountability of cleanliness on Railway officials; and
- (e) the details of the funds allocated for cleanliness during the last three years, year/ zone-wise?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI ADHIR RANJAN CHOWDHURY)

(a) & (b): There is no plan at present to change the existing system. In different Zonal Railways and divisions, identified officials/supervisors are in-charge of cleanliness & sanitation. Station Manager/Station Superintendent at station level are the nodal officers /supervisors who co-ordinate with various departments responsible for sanitation and cleanliness.

(c): Yes, Madam. During the period from April, 2013 to January, 2014, 204 complaints were received regarding lack of cleanliness on stations and 286 complaints were received regarding lack of cleanliness in trains. The complaints registered by the travelling public are duly acknowledged at the time of registration. Each complaint is then investigated/examined properly and appropriate action is taken.

(d): On Indian Railways, there is a laid down system of registration of complaints including cleanliness, by passengers. At all stations/trains a complaint cum suggestion book is maintained with the Station Manager/Station Superintendent or trains Superintendent/Guard. The complaints/suggestions given by the travelling public are duly acknowledged at the time of registration. Each complaint/suggestion is then investigated/examined properly and appropriate action is taken.

On receipt of complaints with regard to lack of cleanliness in trains, issue is investigated and the responsible railway officials are appropriately taken up.

(e) Zone-wise fund allocation for cleanliness related activities from 2011-12 to 2013-14 is given below:-

(Rupees in crores)			
Railway	2011-12	2012-13	2013-14
(Revised Estimate)			
Central	48.45	52.97	75.51
Eastern	37.07	45.23	62.57
Northern	34.53	41.39	42.18
North Eastern	14.98	15.52	18.55
Northeast Frontier	18.16	20.26	20.23
Southern	41.95	49.26	63.89
South Central	43.39	43.83	67.72
South Eastern	23.07	24.36	26.25
Western	47.81	57.62	75.79
East Central	23.68	30.45	55.75
East Coast	22.06	30.91	39.00
North Central	10.60	14.80	23.41
North Western	11.40	16.94	25.02
South East Central	13.96	17.07	24.65
South Western	25.65	23.09	30.32
West Central	9.65	8.43	23.11
Metro Rail	0.10	0.00	0.35

TOTAL 426.51 492.13 674.30